

Figure 1

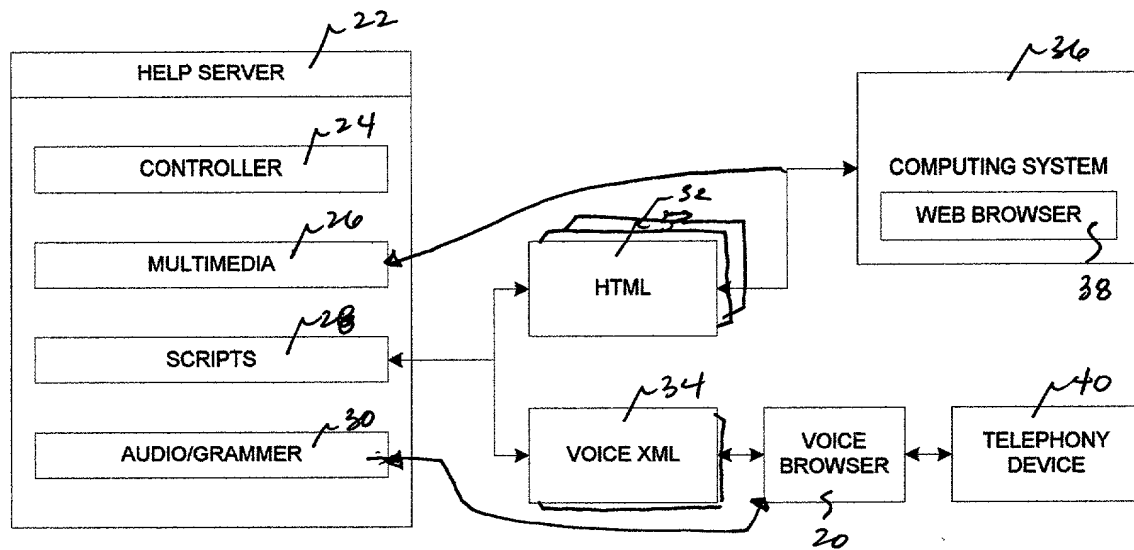


Figure 2

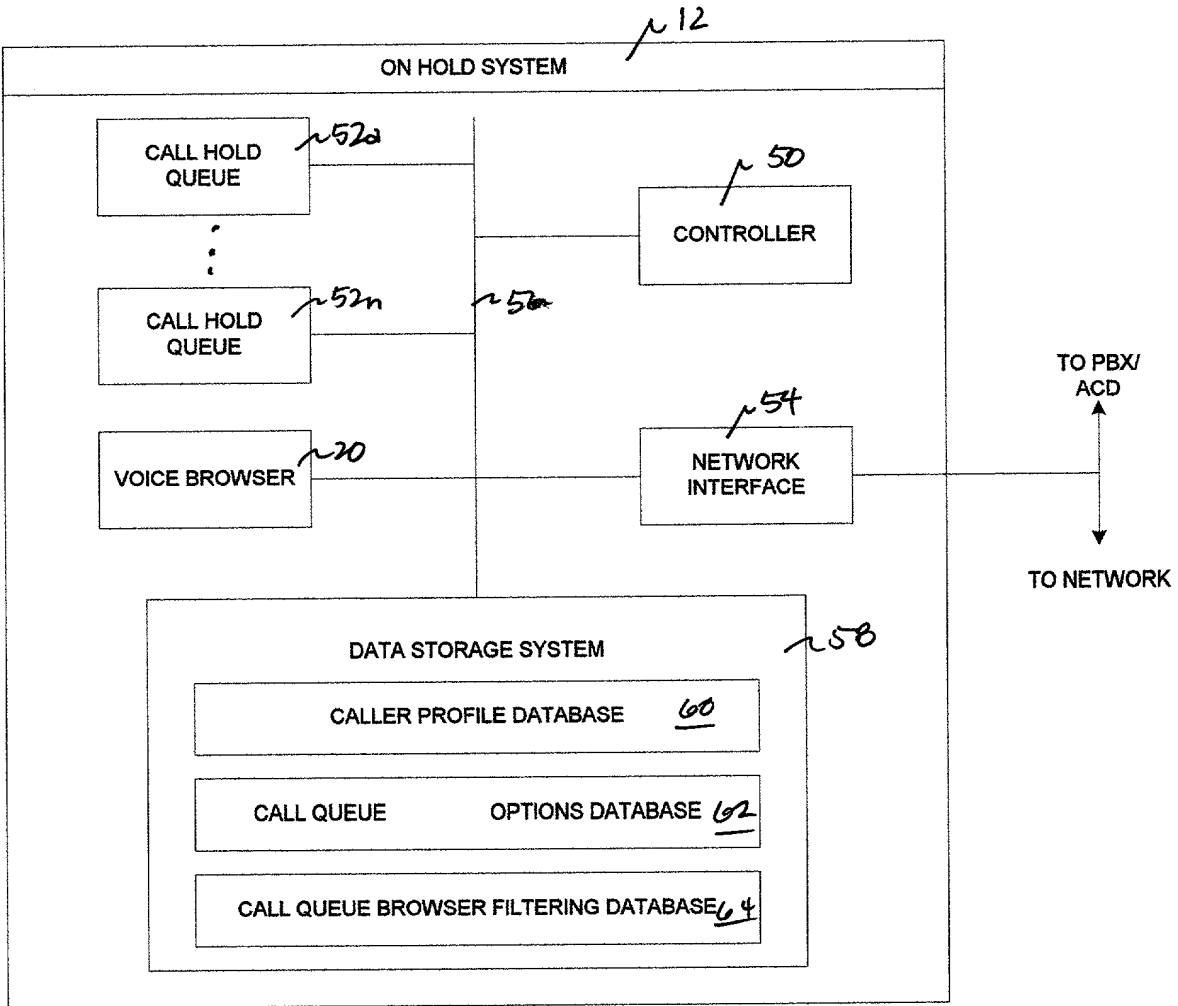


FIGURE 3

CALL HOLD QUEUE - MODEMS

70

PLEASE SELECT ONE OF THE FOLLOWING
OPTIONS:

1 - FREQUENTLY ASKED QUESTIONS ABOUT
MODEMS [help/faa/modems]

2 - DIRECTIONS FOR TESTING A MODEM

→ OPTIONS FOR TYPES OF MODEMS

CALL HOLD QUEUE - NETWORK

72

PLEASE SELECT ONE OF THE FOLLOWING
OPTIONS:

1 - FREQUENTLY ASKED QUESTIONS ABOUT
NETWORKS [help/faa/networks]

2 - DIRECTIONS FOR CONNECTING TO A
NETWORK [help/directins/networks]

3 - TIPS FOR SPEEDING UP A NETWORK
CONNECTION [help/speed/networks]

FIGURE 4

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graph TD
    80([START : PBX]) --> 82{RECEIVE A NEW CALL?}
    82 -- YES --> 88{REPRESENTATIVE AVAILABLE?}
    82 -- NO --> 84{RECEIVE A CALL PROCESSING REQUEST?}
    88 -- YES --> 90[TRANSFER CALL TO NEXT AVAILABLE REPRESENTATIVE]
    88 -- NO --> 92[IDENTIFY CALLER ID ASSOCIATED WITH THE CALL]
    92 --> 94[DISTRIBUTE CALL TO THE ON HOLD SYSTEM]
    84 -- YES --> 86[TRANSFER CALL TO NEXT AVAILABLE REPRESENTATIVE]
    90 --> END([END])
    94 --> END
    86 --> END
    84 -- NO --> 82

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START: ON HOLD SYSTEM 2100

RECEIVE NEW CALL

EVENT? 2102

CALL NEXT IN LINE IN A QUEUE

PLAY MENU OPTIONS TO CALLER 2104

CALLER SELECT FROM MENU OPTIONS? 2106

YES

NO

PLACE CALL IN ONE OF MULTIPLE QUEUES DEPENDING ON THE MENU SELECTION 2108

PLACE CALL IN DEFAULT QUEUE 2110

PLAY TAILORED BROWSING OPTIONS TO CALLER ACCORDING TO QUEUE 2112

NO

CALLER SELECT BROWSER OPTION? 2114

YES

TRANSMIT REQUEST TO HELP SERVER FOR SELECTED DOCUMENTS 2116

RECEIVE SELECTED DOCUMENTS IN VOICE XML? 2118

NO

TRANSLATE FORMAT INTO VOICE XML 2119

YES

TRANSLATE VOICE XML DOCUMENTS INTO AUDIO OUTPUT TO CALLER 2120

END

NOTIFY CALLER OF NEXT IN LINE STATUS 2122

CALLER INDICATE THAT READY TO MOVE TO A REPRESENTATIVE? 2124

YES

NO

TRANSFER CALL TO PBX SYSTEM TO BE TRANSFERRED TO A REPRESENTATIVE ACCORDING TO THE MENU OPTION SELECTED 2126

REMOVE THE CALL FROM THE QUEUE 2128

END

FIGURE 4

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